CLEC INFORMATIONAL PACKAGE
OPERATOR CALL PROCESSING

1. Service Description - Operator Call Processing (includes fully automated call handling, operator provided call handling, busy line verify, emergency call trace, and emergency interrupt).

   A. Basic Service features

   Operator Call Processing is available to Local Exchange Carriers, hereafter referred to as customers. While customers will have certain transport options concerning the method connectivity to BellSouth's Operator Service System (OSS), there are no optional network features directly associated with this service. Connectivity to BellSouth's OSS will be accomplished via a trunk group connecting the customer's Point of Interface (POI) and the BellSouth OSS.

   B. Basic Service Capabilities and Restrictions

   Operator call processing is capable of providing live operator (Operator Provided Call Handling) and mechanized (Fully Automated Call Handling) functionality.

   BellSouth provides the following services to end users on the customer's behalf via Operator Call Processing:
   - alternate billing services (collect, calling card, and third number billing)
   - person-to-person calling
   - dialing assistance and instructions
   - verification/interruption of a busy line
   - general operator assistance (all services BellSouth provides its own end users)
   - emergency call trace

   Processing alternately billed calls requires accessing a database to verify the correctness of end user billing information. BellSouth will store and retrieve the customers' end user billing information in and from its Line Information Database (LIDB). Optionally, customers may store their end user billing information in a database other than BellSouth's LIDB.

   Customized branding of calls is not available at this time. Branding for facility based CLECs is targeted for 3/31/97. Branding for non-facility based CLECs is available via Selective Routing as defined in the TSD for Unbundled Local Switching.

   C. How does this service work?

   Calls are sent from the CLEC end office over dedicated Operator Services trunks that provide call control functionality, i.e., coin control, terminating hold, operator recall, sequence calling, time and charge quotation and emergency ringback. All local and intraLATA call completion attempts are routed over an intertoll trunk facility directly to the terminating end office that serves the destination number.

   D. Feature Interactions

   N/A

OPERATOR CALL PROCESSING (continued)

2. Installation Intervals

Normal installation intervals - No.

Facility based CLEC will order necessary End Office to TOPS dedicated trunking with or without branding. Non-Facility based CLECs ordering CLEC specific branding or unbranded Operator Call Processing will order customized routing and the necessary Line Class Codes. In addition, CLECs will identify End Office location(s) to TOPS trunking required to serve their end users. CLEC specific branding requires recording of the CLEC name and loading of recording into audio units for CLEC serving area.

Project coordination required - yes (for the initial period until Operator Services is satisfied that all systems meet the highest customer standards.

3. Service Inquiry & Ordering Guidelines

A. Information Required - ASR requirements are attached.

B. Source of Information

Ordering Guidelines. Account Team(s). Operator Services contact (see Customer Education)

C. Forms - ASR

4. Customer Education

A. Availability of Material

CLEC Account Team Training materials have been developed and distributed. Updates will be made on an on-going basis to accommodate customer needs and any enhancements to the service. Further assistance is available directly with BellSouth Operator Services contact:

Carol J. Olsen
Phone: 404-529-7367
Pager: 800-946-4646
PIN: 801.4789

B. Training Availability

CLEC Conferences have been scheduled by BellSouth. Operator Services will be represented.

C. How to Order

Forward completed ASR forms to LCSC.

OPERATOR CALL PROCESSING (continued)

ASR Ordering Requirements for Operator Call Processing

TRUNK TYPE-Toll & Assist (No DA)

(1)	NC	= SH-D
(2)	TRFTYP	= OP
(3)	TTT	= 4, 5, 6 or 7
(4)	OPS	= Must be requested in remarks until new code of "J" is added to ASR for Toll and Assist 0+ & 0-
(5)	SECLOC	= BST TOPS Tandem
(6)	BRAND	= Branding is not currently available for Toll and Assistance
(7)	EML	= 6
(8)	TK SIG	= OA-OF
(9)	D.NPA/NXX	= Desired NPA/NXX
(10)	REMARKS	=

TRUNK TYPE - VERIFY *

(1)	NC	= SBXG or SDXG
(2)	TRFTYP	= VR
(3)	TTT	= 1
(4)	OPS	= N/A
(5)	SECLOC	= BST TOPS Tandem
(6)	BRAND	= N/A
(7)	EML	= 6
(8)	TK SIG	= TS
(9)	REMARKS	=

Note * A verification trunk should be ordered only when BellSouth is the provider of Toll and Assistance Call Completion Services. This allows the BellSouth operator to verify numbers in an OLEC switch.

If BellSouth is not the operator services provider, the OLEC needs to order Inward Service out of Section E18 of the BellSouth Telecommunications Access Tariff. Inward trunks allow the OLEC operator to access the BellSouth operator for verification of BellSouth numbers. BellSouth will also need to order inward access to the OLEC operator for verification of OLEC numbers by the OLEC operator.

Unbundled Tandem Switching (UTS)

I. Market Service Description

A. Basic Service Features

This functionality allows OLECs who are purchasing Unbundled Network Elements (UNEs) from BST to route calls between BST end offices, or between an OLEC switch and BST's end office(s).

B. Basic Service Capabilities

Additionally, this service allows BST to provide an intermediary switching functionality, whereby, OLECs can route calls from their network to the network of other OLECs; IXCs; ICOs; etc.. This is referred to as intermediary transit switching. Calls that originate from a BST end office within a tandem serving area will come to the tandem in order to be routed to a terminating location within that same serving area or to be transported to another tandem serving area, or to another network provider (i.e., OLEC, IXC, CMRS, ICO, etc.). A call coming to a tandem from an OLEC switch will be terminated within that tandem's serving area either to a BST end office or to another network provider.

The trunk port is a shared-use facility that provides the OLEC with the capability of terminating trunks into a tandem for the purpose of sending traffic to, and delivering traffic from, other locations outside of the dial-tone providing switch.

C. Forecast

Regional (Interstate and Intrastate)

Since tandem switching uses the same resources for all customers, cost studies should be based on total demand from all customers. As the cost studies are developed, we will deal with any OLEC specific demand impacts that may be identified.

D. Deployment Schedule

1. Ubiquitous - Assuming current Central Office capabilities. Provide where technically feasible.
2. Based on Bona Fide Request (BFR) for deployment where capabilities do not exist. Assume special charges as appropriate.

E. Distribution Channels (including special factors (compensation, ASRs, etc.)

1. Use Interconnection Service sales channel Account Teams
2. Since this UNE will not be ordered by the OLEC (i.e., UTS charges are triggered by the termination points of the OLEC calls), Access Service Requests will be issued for this UNE in conjunction with the ordering of CMC/ATC trunks by facility based OLECs.
3. Disputes will be handled through the LCSC (Local Customer Service Center).

F. Product Codes, Sales Codes Requirements

1. Unique Sales Code will be provided for LCSC
2. Establish a new product code for all UNEs. (Trunk Port (UTS-TP) and Tandem Switching Functionality (UTS-SF).

G. Product Tracking Needs

1. Unit Counter - Per Minutes of Use (MOU)
2. Regional / State / GEO / Wire Center/ Customer (by ACNA)
3. Revenue and Expenses - ABIS

H. Advertising and Promotion Plans and Requirements

1. Not applicable

I. Customer Training Considerations

1. Not applicable

J. Staff Support Requirements

1 .5 PG59 Product Managers currently supporting transition
2 .5 PG59 Project Managers currently supporting transition

		1997	1998	1999
Product Mgr.	PG 59	.25	.25	.25
Project Mgr.	PG 59	.25	.25	.25
Project Team (SRU)	PG 58	1	1	1

II. Network Architecture

A. Physical Network Configuration

1. Switching Requirements

- Switching Functionality (UTS-SF) - Basic Switching and Billing functions will be provided
- Generic upgrades will be performed as deemed necessary by BST.
- Requests for features requiring software and/or hardware not provided to BST will be priced out upon receipt of BFR.

Port Circuit Cards

	1AESS		5ESS		DMS 100/200	4ESS
Generic	1AE11	1AE12	5E9	5E10	NA004	
Trunk Port						
2 Wire						
4 Wire						

2. Signaling

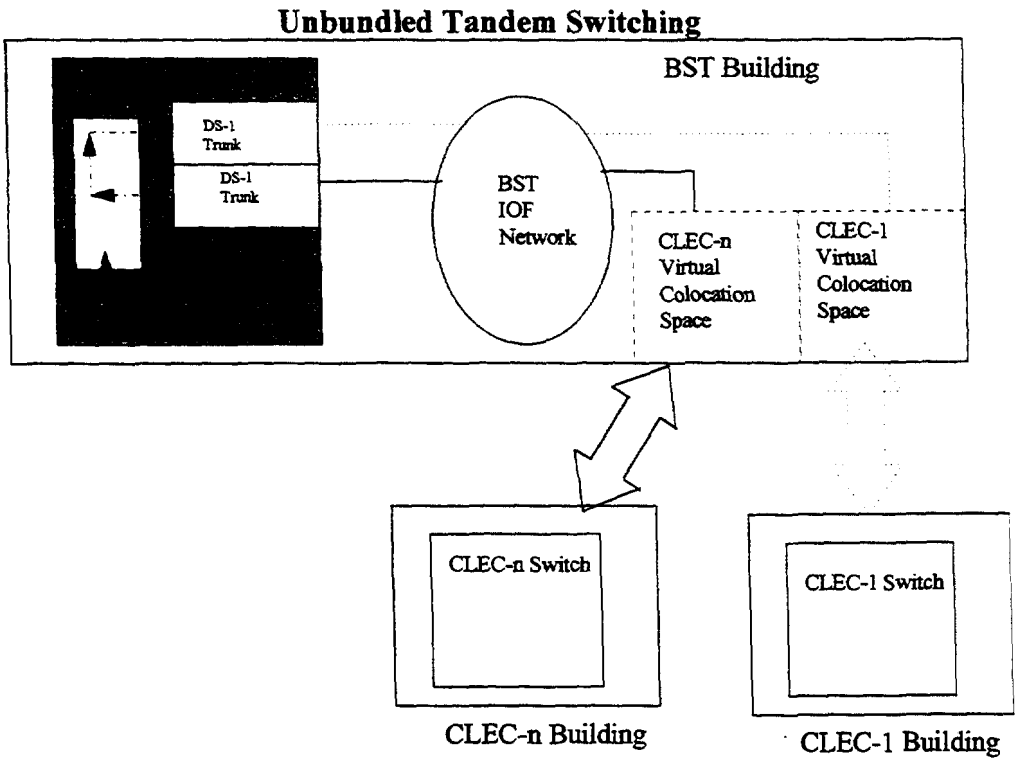
- SS7 or MF will be provided.

3. Recording (AMA etc.)

- Line side local/toll 100% measured service recording.
- All other applicable industry AMA standards will be recorded by BST.

4. **Transport / Interconnection**
   - Calls originating from trunk ports will be transported via the BellSouth Public Switched Network (BPSN) or via trunk connections provided by other network providers interconnecting with the BellSouth Access Tandem.
   - OLECs will have the option of interconnecting at either the Access Tandem or Local Tandem. In areas wither multiple local tandems exist, OLECs may elect to connect to one or more tandems as traffic dictates.
   - OLECs must interconnect to one access tandem in a local calling area for connection to Interexchange Carriers and intraLATA toll.
   - If an OLEC insists on single interconnection point within a LATA, the connection point would be at an access tandem and connectivity to cross-boundary switches would not be possible.

5. **Drawing of Network Elements**



B. OSS (operational support systems) Requirements

1. All OSSs will need to be analyzed to determine the impacts. As an example, EXACT, SOCS, LFACS, SOAC, TIRKS, NMA, TNM, WFA, LMOS, COSMOS, CSPS, LMOS, MARCH, NSDB, SMS, WFA/C, WFA/DI, WFA/DO, etc.

III. Performance Standards & Reliability

A. General Description of Performance Standards and Reliability (include any "parity" requirements.)

1. Total Downtime Performance Measurement.
   - 12/31/96-12/30/97 - Average 3 minutes/system/year
   - 12/31/97 - 12/30/2000 - Average 2.5 minutes/system/year
   - 12/31/2000 - Average 2 minutes/system/year

B. Diversity Requirements

1. No requirements for UTS but some level of diversity will exist in the BST network. BST will provide diversity in its' SS7 network as defined in the appropriate Bellcore Standards.

C. Performance Monitoring

1. No specific requirements, however network elements will be monitored as part of BST network infrastructure.

D. Special Considerations (SIG, SAW, etc.)

1. None

IV. OAM&P (ordering, administration, maintenance, and provisioning)

A. Intervals for Installation, Repair, etc.

1. Installation

- Not applicable - Trunk Port considerations covered in ULS document.

2. Repair

- Not applicable - Trunk Port considerations covered in ULS document.

B. Description of Centers Affected and Their Roles

1. Update and/or create methods to recognize OLECs and treat consistent with existing Switched Access policy.
   - ACAC - The Access Customer Advocate Center will act as the point of contact for OLEC trouble reports for Local Interconnection trunks.
   - LCSC - Receive and process orders and Handle Billing inquiries, adjustments, etc. for Local Interconnection trunks.
   - CCM - Log service order and assign circuit ids.
   - CPG - Engineer and design transport orders which include tandem switching functionality
   - NISC Translations - Performs complex translations
   - WMC - Distributes work to centers or central office work group
   - Central Office Work Group - Performs central office work required for provisioning and maintenance
   - Billing/EBAC - Investigates Billing Errors
   - NRC - Monitors tandem switches and the network

C. Ordering Standards and Order Reception Standards

1. UTS will be purchased in combination with BST Local Interconnection trunks.
2. UTS would be purchased in combination with BST's Unbundled Interoffice Transport (UIT) and Unbundled Local Switching/Unbundled Packet Switching (UTS/UPS) in order to originate and/or terminate calls within a tandem serving area.
3. It will not be ordered as a separate element but will be billed on a melded MOU basis when calls are made.

D. Repair Standards and Repair Order Reception Standards

1. Should be consistent with existing switched access trunks.

E. Service Management

1. Should be consistent with existing switched access trunks.

F. Billing and Special Arrangements

1. CABS or CRIS

- UNEs will initially be billed out of CABS consistent with switched access.

G. Internal Training Requirements

1. Training to be developed for the following Centers as needed:

- ACAC
- LCSC
- CPG
- Billing/EBAC
- CCM
- C.O. Work Group
- NRC
- NISC Translations
- WMC

H. Staff Support Requirements

1. Initial Roll-out

- Support needed for centers and systems described above for M&P development, training, etc.

2. On-going requirements

- Support needed for centers and systems described above for on-going updates to systems, documentation, and training.

Unbundled Interoffice Transport-Dedicated(UIT-D)
CLEC Information Package
Issue 1
February 13, 1997

Document Prepared by:

Product Manager:
Joe Garcia (205) 977-1223

Project Manager:
Curtis Swan (205) 444-0524

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1. Market Service Description

A. Basic Service Features

Unbundled Interoffice Transport - Dedicated (UIT-D) provides a transmission path, and its associated electronics, between BellSouth end offices that allows a CLEC to transport DS0s (Voice or Data), DS1s, or DS3s from one location to another. These facilities are dedicated to a single network provider. These facilities may be configured in various transmission configurations and will provide the same transport capacities that exist in Section 6 of the FCC tariff (i.e., DS0, DS1 and DS3). The structure of this UNE will also be consistent with existing interoffice transport elements in BellSouth's FCC tariff.

B. Basic Service Capabilities and Restrictions

CLECs can utilize UIT-D to transport their local, toll and access traffic between BellSouth Central Offices. The interoffice mileage will be computed based on the airline mileage between the BellSouth Central Offices regardless of how UIT-D is actually routed.

C. How Does This Service Work?

UIT-D can be ordered at either the DS0, DS1, or DS3 level in order to allow the CLEC to utilize BellSouth interoffice facilities to complete a service that they are providing for their end user.

1. General Description of Performance Standards and Reliability

Service Performance Objectives:

- This UNE will be designed to meet the transmission standards in our technical publications similar to those facilities used for Switched Access Dedicated interoffice transport.

Diversity Requirements:

- No requirements for UNEs but some level of diversity will exist in BST network (embedded and forward looking)

Performance Monitoring

- No specific requirement, however, network element will be monitored as part of BST network infrastructure.

Special Considerations

- Billing Guarantees do not apply

2. Deployment Schedule

- Ubiquitous deployment assuming current Central Office capabilities
- Additional transport capacities will be developed based on the Bona Fide Request (BFR) process. Special construction may apply as appropriate.

D. Feature Interaction

Since UIT-D is strictly a DS0, DS1, or DS3 interoffice transport service, it is the responsibility of the CLEC to insure that other UNEs purchased from BellSouth and/or portions that they provide themselves are compatible with the UIT-D element options that they are ordering.

This would include such options as DS1 framing and formatting (e.g. ESF/B8ZS).

E. Description of Centers affected and their roles

Local Carrier Service Center (LCSC)
ASR/LSR will be received, Service Inquiry initiated (in some cases)
Service Order Issuance, Send FOC to CLEC

Circuit Capacity Management (CCM)
Service Inquiry received and answered, CLFs built if required

Circuit Provisioning Group (CPG)
Circuit Designed, WORD Document Issued, DLR generated to CLEC

Central Office Work Group (COWG)
Circuit Installed based on WORD, Circuit Repaired based on WFA ticket

Access Customer Advocacy Center (ACAC)
Receive Trouble Reports, Perform Remote Testing, Issue WFA ticket

AT&T	1/800-517-2511
MCI	1/800-517-5038
Sprint	1/800-988-1402
General Carriers	1/800-307-2513

When reporting a trouble associated with UIT-D:

-Advise the center that the trouble is for Unbundled Interoffice Transport
-Provide the CLEC contact name and call back number
-Provide the BellSouth Circuit ID
-Provide the details of the trouble

2. Installation Intervals

Installation: Same as for tariffed DS0, DS1, and DS3 transport services or as specified in contract. Expedite charge for short intervals

Repair: Same as for tariffed DS0, DS1, and DS3 transport services or as specified in contract.

3. Service Inquiry & Ordering Guidelines

A CSPS Service Inquiry will be required for UIT-D DS3 level service requests and for DS1 level service requests associated with Unbundled Channelization (UC).

All CLEC requests for UIT-D, except those combined with an Unbundled Local Switching (ULS) port, should be sent to the LCSC via an ASR with UNE**(where ** is a number representing a particular UNE to collocation arrangement or UNE combination. These requests will have the same field requirements as Special Access services as far as NC, NCI, SECNCI, ACTL, SECLOC, ACNA, and other fields. The LCSC will then issue a Service Order for either a CLS or CLF circuit to CABS. These requests will have the same field requirements as Special Access services as far as NC, NCI, SECNCI, ACTL, SECLOC, ACNA, and other fields.

All CLEC requests for UIT-D combined with an Unbundled Local Switching (ULS) port, should be sent to the LCSC via an MSR. The LCSC will then issue a Service Order for a Foreign Exchange type service (Telephone # Format) to the CRIS Billing System.

4. Customer Education

Customer Education for the ordering of UIT-D is available upon request from the CLEC Account Team.

Unbundled Interoffice Transport - Shared (UIT-S)
CLEC Information Package
Issue 1
February 13, 1997

Document Prepared by:

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1. Market Service Description

A. *Basic Service Features*

Unbundled Interoffice Transport - Shared (UIT-S) provides a transmission path, and its associated electronics, between switching locations that allows a call to be transported from one location to another. These facilities/trunk groups are shared among all network providers that require calls to be transported between particular switching locations. These facilities/trunk groups may be transported over various transmission configurations (e.g., DS1, OC3, etc.) based on total shared network requirements. An example of a typical configuration for this UNE is as follows:

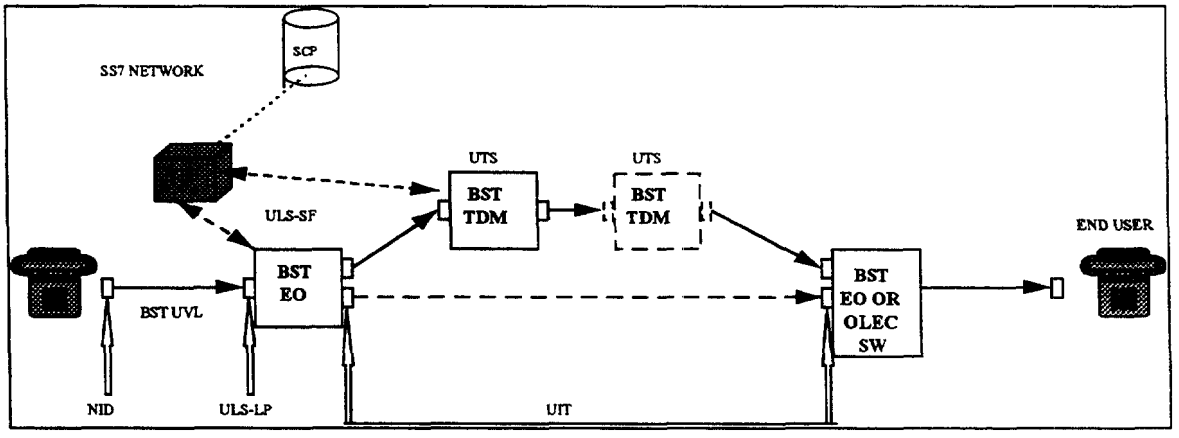

Figure 1. Typical UIT-S Configurations

In the above diagram, Unbundled Interoffice Transport - Shared applies to the transport portion of the service only (i.e., the Tandem Switch and the End Office Switch are excluded from this rate element.) The elements associated with UIT-S include the physical transport facilities (i.e., fiber), any regenerating equipment, the facility terminating equipment such as fiber optic terminals, multiplexers, etc.

UIT-S may be provisioned between switching locations in the following combinations:

- BellSouth end office to BellSouth tandem (BEBT) - Carries the originating traffic of an CLEC customer (that utilizes BellSouth's Unbundled Local Switching and Unbundled Tandem Switching elements) to the BellSouth tandem. This traffic could be originating local, toll or access usage.
- BellSouth tandem to BellSouth end office/CLEC Switch (BTBE/S) - Transports traffic from an CLEC end user (that utilizes BellSouth's Unbundled Local Switching and Unbundled Tandem Switching elements) from the BellSouth tandem to another BellSouth end office that sub-tends that BellSouth tandem or to an CLEC Switch location. (Note: If the CLEC Switch location is in a different LATA, an interconnection point to where traffic will be delivered must be defined.) This traffic could be originating local, toll or access traffic from an CLEC end user or could be terminating 800, toll or Access traffic from an CLEC end user.

B. Basic Service Capabilities and Restrictions

CLECs will utilize UIT-S to originate their local, toll and access traffic and terminate their toll and access traffic within the BellSouth Region (including Independent Company territories). Various call flow diagrams have been developed that provide details of how UIT-S will be utilized. These call flows are found in Appendix A.

The SS7 network will be utilized for call set-up. This network will establish the physical connections for the call and will also determine when busy conditions exist.

CLECs will be required to interconnect with at least one BellSouth tandem in each LATA. For toll traffic, it is possible that toll tandem to toll tandem connections will be utilized. The possibility of having a tandem to tandem connection is shown in Figure I-1. There will be two basic configurations for this UNE depending on whether the CLECs utilize their own local switch or whether the CLECs are switchless providers.

When CLECs provide their own switch, BellSouth will deliver traffic destined to their switch to the CLEC's switch. In this case, the interoffice mileage will be computed based on the airline mileage between the originating BellSouth End Office and the CLEC's Switch regardless of how the call is actually routed. If the CLEC switch is not within the originating LATA, an interconnection point within the LATA must be identified. If the call is an Access call, the interoffice mileage will be computed based on the airline mileage between the BellSouth End Office and the Serving Wire Center of the Interexchange Carrier Point of Presence or to the Tandem if the Interexchange Carrier has collocated in the Tandem. Figure I-1 depicts several routing possibilities. The solid line between the BellSouth End Office and the BellSouth Tandem and between the BellSouth Tandem and the CLEC switch will be the typical configuration. As mentioned earlier, it is possible that the call could actually route through two toll tandem offices. It is also possible that BellSouth could establish shared trunk groups between the BellSouth End Office and the CLEC switch. A meld of these possible configurations will be utilized to determine the cost for this UNE.

When CLECs are switchless providers, they will utilize BellSouth switches to originate and terminate their calls. In this case, the interoffice mileage will be computed based on the airline mileage between the originating BellSouth End Office and the terminating BellSouth End Office regardless of how the call is actually routed. (Note: No distinction will be made in computing the mileage if the Serving Wire Center has its own switch or if the Serving Wire Center is utilizing a remote switch.) Figure I-1 depicts several routing possibilities. The solid line between the originating BellSouth End Office and the BellSouth Tandem and between the BellSouth Tandem and the terminating BellSouth End Office will be the typical configuration. As mentioned earlier, it is possible that the call could actually route through two toll tandem offices. It is also possible that the BellSouth could establish shared direct trunk groups between the originating BellSouth End Office and the terminating BellSouth End Office. A meld of these possible configurations were utilized to determine the cost for this UNE.

C. *How Does This Service Work?*

UIT-S is not ordered by the CLEC. Billing for UIT-S will be done based on minutes of use and mileage. UIT-S provides a transmission path, and its associated electronics, between switching locations. These facilities/trunk groups are shared among network providers. These facilities/trunk groups may be configured in various transmission configurations (e.g., DS1, DS3, etc.) based on total shared network requirements between switching locations. Depending on the distance between switching locations and the total service demands required, different combinations of SONET interoffice facilities will be utilized to transport the DS1 facilities carrying these shared trunk groups.

1. General Description of Performance Standards and Reliability

Trunk Group Service Performance Objectives:

- Final Trunk Groups between an CLEC Switch and BellSouth Switch carrying Local traffic:

  The Design Blocking Objective is 1.0% during the Average Time-Consistent Busy Hour over a 20-day period. These trunk groups are monitored for blockages on a weekly basis.

  Trunk Group measurements on these trunk groups can be provided on a reciprocal basis. Since these trunks carry traffic from BellSouth to an CLEC, we need the CLEC to provide BellSouth with measurements to show that there is parity on provisioning and maintenance.

- Final Trunk Groups between BellSouth Switches carrying Local traffic:

  The Design Blocking Objective is 1.0% during the Average Time-Consistent Busy Hour over a 20-day period. These trunk groups are monitored for blockages on a weekly basis.

  There are no parity measurements on these trunk groups since they are shared resources with all of the parties receiving the same level of service. An CLEC call accesses the trunk groups in the same manner as a BellSouth call.

- This UNE will be designed to meet the transmission standards in our technical publications similar to those facilities used for Common Transport Trunk Groups.

Diversity Requirements:
No requirements for UNEs but some level of diversity will exist in BellSouth network
(embedded and forward looking)

Performance Monitoring: